

DEPARTMENT OF ENVIRONMENTAL QUALITY
Executive Director's Office
FY 2006 Goals

I. ENVIRONMENT

Establish clear, implementable criteria that define excellence in environmental quality, including standards for air, water and soil, and for activities in pollution prevention, cleanups, emissions reductions, public education and cost effectiveness of controls.

Measures:

1. Necessary statutes, rules and guidance exist.
2. Regulated customers understand and follow criteria.
3. The non-regulated customers perceive DEQ programs as fair and protective of health and the environment.

Promote a balanced, sustainable relationship between economic development and environmental quality.

Measures:

1. Stakeholders participate in the development and implementation of environmental policies and programs.
2. Over time, evaluate environmental and public health improvements in relation to Utah's economic development.

Provide leadership in Utah, the western region, and nationally on environmental policy and protection.

Measures:

1. Evaluate the results of DEQ participation in targeted state, regional, and national policy and regulatory discussions. Identify objectives of participation and achievement of objectives.
2. Success of legislative, budget, and policy initiatives identified and supported by DEQ.

EDO

Provide an environmental vision for Utah and provide leadership for sustainable environmental quality.

Measures:

1. Encourage accountability for problem-solving at all levels.
 - a. Application of operating principles
 - b. Strategic thinking. Clarify the "big picture" for DEQ.
 - c. Mid-year reviews with divisions and offices

2. Customers perceive that DEQ programs are fair and protective of health and the environment – “ask them”.
 - a. Coordinated focus on energy policy and environmental implications
3. Congressional and legislative goals are accomplished (get resource sand laws we need)
 - a. Sunset reviews
4. Targeted environmental programs and processes improved to meet needs of customers while still protecting environmental quality.

II. CUSTOMER SERVICE

Both internally and externally operate as a customer-oriented agency by focusing on customer service, building trust and problem solving through cooperative efforts.

- **Recognize that customers include the regulated community, stakeholders, co-workers and all interested parties.**
- **Make timely decisions and act on them.**
- **Improve coordination with internal and external customers.**
- **Provide effective communication, timely and accurate information, and clear direction to customers.**
- **Encourage public involvement and informed decision-making.**
- **Involve customers in the rule making process.**
- **Work with customers to solve problems.**
- **Utilize partnerships and stakeholder forums to solve environmental and public problems.**

Measures:

1. Decisions and services provided within mutually agreed-upon time frames which best meet customers' needs, and provides appropriate environmental protection.
2. Customer service feedback.
3. Customer input and feedback during informal and formal stages of rule making.

EDO

1. Provide leadership, communicate the expectations, and provide support activities to ensure that divisions and offices work together to resolve problems and address issues.
 - a. Reinforce the inter-relatedness of environmental problems and the interdependence of offices and divisions.
 - b. Recognize successful collaborative problem solving.
 - c. Work with Governor's office and legislators
 - d. Follow up on Legislative priorities
2. In the course of doing business we will ask external and internal customers whether we are meeting their needs.
 - a. Are we meeting their needs?
 - b. What else do they need from us?

- c. Have you seen a change – is it going the right way?
 - d. Have we shared feedback?
- 3. “Go the extra mile” to help customers
 - a. Ensure prompt response to letters, phone calls and inquiries. Follow up.
 - b. 7 working days response to correspondence from Governor’s office and EDO
- 4. Schedule meetings, avoid (minimize) cancellations and rescheduling, coordinate schedules of Bill and Dianne.
 - a. Division and office directors have calendars available electronically
- 5. Develop and implement customer service training for Department receptionists.
 - a. Rewrite customer service training manual
 - b. Meeting will be scheduled to meet with Department secretarial staff.

Measures:

- 1. DEQ solicits customers’ opinions.
- 2. Customers accept our recommendations
- 3. Division/office directors ensure prompt and complete customer service

III. STATE-BASED REGULATION OF ENVIRONMENTAL PROGRAMS
Administer environmental programs and priorities to reflect the unique conditions of Utah. Programs will be administered at the state or local level, wherever appropriate. Actively influence non-delegated federal programs to reflect Utah needs.

Measures:

- 1. Primacy is achieved and maintained in those environmental program areas in which it is determined to be in the best interest of the state to receive federal primacy.
- 2. Utah issues and DEQ concerns are reflected in state, regional, and national environmental policies.

IV. PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS

Improve the effectiveness and efficiency of statewide delivery of environmental services by strengthening relationships with all levels of government.

- Work with federal, state, local (including local health departments), and Tribal governments and provide information to plan for and manage the environmental impacts of growth.
- The Environmental Services Delivery Plan (ESDP) delineates roles and responsibilities, joint goals and objectives, and establishes accountability between DEQ and local health departments and local governments.

- **The Performance Partnership Agreement (PPA) delineates roles and responsibilities, joint goals and objectives, and establishes accountability between DEQ and EPA.**
- **Focus on teamwork and partnership in identifying and resolving problems.**
- **Agreement between Utah and the Nuclear Regulatory Commission (NRC) delineates roles and responsibilities and provides consistent regulation of radioactive materials between the State and the NRC.**

Measures:

1. Key problems identified by government partners are addressed and solutions developed and implemented.
2. Effectiveness of the Environmental Service Delivery Plan in developing a state/local partnership, coordinating delivery of services, and obtaining adequate resources.
3. Effectiveness of the Performance Partnership Agreement in developing a state/federal partnership, coordinating delivery of services and obtaining adequate resources.
4. Evaluation of the effectiveness of the Agreement States program in accomplishing the goals of the partnership for delivery of services and obtaining program resources.

V. EMPLOYEES

The success of the employees determines the success of DEQ. We will maintain a climate and structure in which employees can function to their fullest potential and accomplish the strategic goals of DEQ.

- **Employees are committed to the success of DEQ and recognize their professional responsibility and accountability in meeting the needs of the organization.**
- **Employee participation in achieving strategic and annual goals is essential.**
- **Teamwork and problem solving are essential.**
- **Employees are recognized for their quality work.**
- **Provide opportunities for training and professional development**
- **DEQ actively promotes wellness.**
- **Employees will perceive DEQ as a desirable place to work.**
- **DEQ is effective in recruiting and retaining quality employees.**

Measures:

1.
 1. Employee feedback.
 2. Individual performance standards reflect annual goals, and performance reviews are based on those performance standards.

3. Employees' statements and actions reflect strategic and annual goals and DEQ policies and procedures.
4. Employee recognition programs are in place, utilized, and meet employee and management needs.
5. DEQ has a low turnover rate and is effective in the recruitment of quality new employees

VI. POLICYMAKERS' UNDERSTANDING OF ENVIRONMENTAL ISSUES
Facilitate policymakers (Governor, Legislators, Elected Officials, and Board Members) as proactive participants in shaping environmental policy.

Measures:

1. Governor, Legislators, Elected Officials, and Board Members are apprized of important environmental policy issues.
2. Relationships with policymakers are developed and understanding of environmental issues enhanced.
3. Policy makers work with DEQ in development and implementation of environmental policy issues.
4. Policy makers' trust in DEQ is developed and enhanced.